



GDS Associates, Inc.
Engineers and Consultants

- Final Report -

Fitchburg Gas and Electric Light Company's

Low Income Program Evaluation

Phase I - Process Review

Phase II-Customer Satisfaction

Phase III-Quality Control Assessment

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Prepared by:

GDS Associates, Inc.

1181 Elm St Suite 205

Manchester, New Hampshire

PREFACE

This report describes the methodologies employed and the results of the overall evaluation of Fitchburg Gas and Electric Light Company's (FG&E) Electric Low Income Program (Program). GDS Associates, Inc. was contracted to conduct three distinct phases of this evaluation, including:

Phase I – Program Design/Implementation Process Review

This phase was conducted in order to assess the current program design and evaluate the various staff's level of knowledge of key program goals, obtain their opinion on program effectiveness and recommend improvements/ modifications as appropriate.

Phase II – Program Awareness, Participation, and Customer Satisfaction Assessment

The second phase of the evaluation involved a telephone survey designed to determine the current level of awareness among FG&E's low-income customers of the Program as well as the levels of participation and satisfaction of those that have participated in the Program.

Phase III – Quality Control Assessment

The on-site phase of the evaluation was conducted in an effort to capture key information regarding the installation and current condition of all program measures. In addition, a brief interview was included to assess customer satisfaction and behavioral changes resulting from the program.

Each Phase was completed and reported on separately and is presented in this document in separate, sequential sections. Key findings on program process, awareness and quality are included within each section report.

Program Overview:

FG&E's Electric Low Income Program provides participants¹ with an energy audit, education on energy saving opportunities, direct installation (at no cost to the customer) of low-cost energy efficiency measures and installation of more substantial energy savings measures (also at no cost to the customer) upon cost effectiveness screening. The measures include all of the major residential end uses (*i.e.*, lighting, refrigeration, heating and air conditioning, and water heating).

The Company began offering its Low Income Program, in its current form, in July 1998. During 2000, a New Construction (NC), Multi-Family (MF) and Rehabilitation (NC/MF) component was added to the program. This component targets owners and developers of low-income multi-family buildings as well as new single-family homes. Because of the newness of the NC/MF component, this evaluation focuses mainly on the Company's In-Home Services component but includes references to NC/MF as appropriate.

¹ Eligible customers are residential FG&E electric customers at or below 200% of the federal poverty limit.

**FITCHBURG GAS AND ELECTRIC LIGHT COMPANY'S
LOW-INCOME ELECTRIC ENERGY EFFICIENCY PROGRAM
DECEMBER 7, 2001**

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